

NEW EMPLOYER JOINS VITALITY

Employee

MH U/W Ops.

MH Systems Dept.

Employer

Complete employer application form including employer level decision - compulsory, voluntary* or disallow Vitality membership for employees

Complete member application form including:
Opt in/out of Vitality.
Existing H&RC membership no. and branch name.
Existing RWFL membership no. and branch name.

Pass application form to employer

Pass application forms to Momentum Health via intermediaries

Load application forms. (System automatically checks employee opt in/out decision is in line with employer level decision)

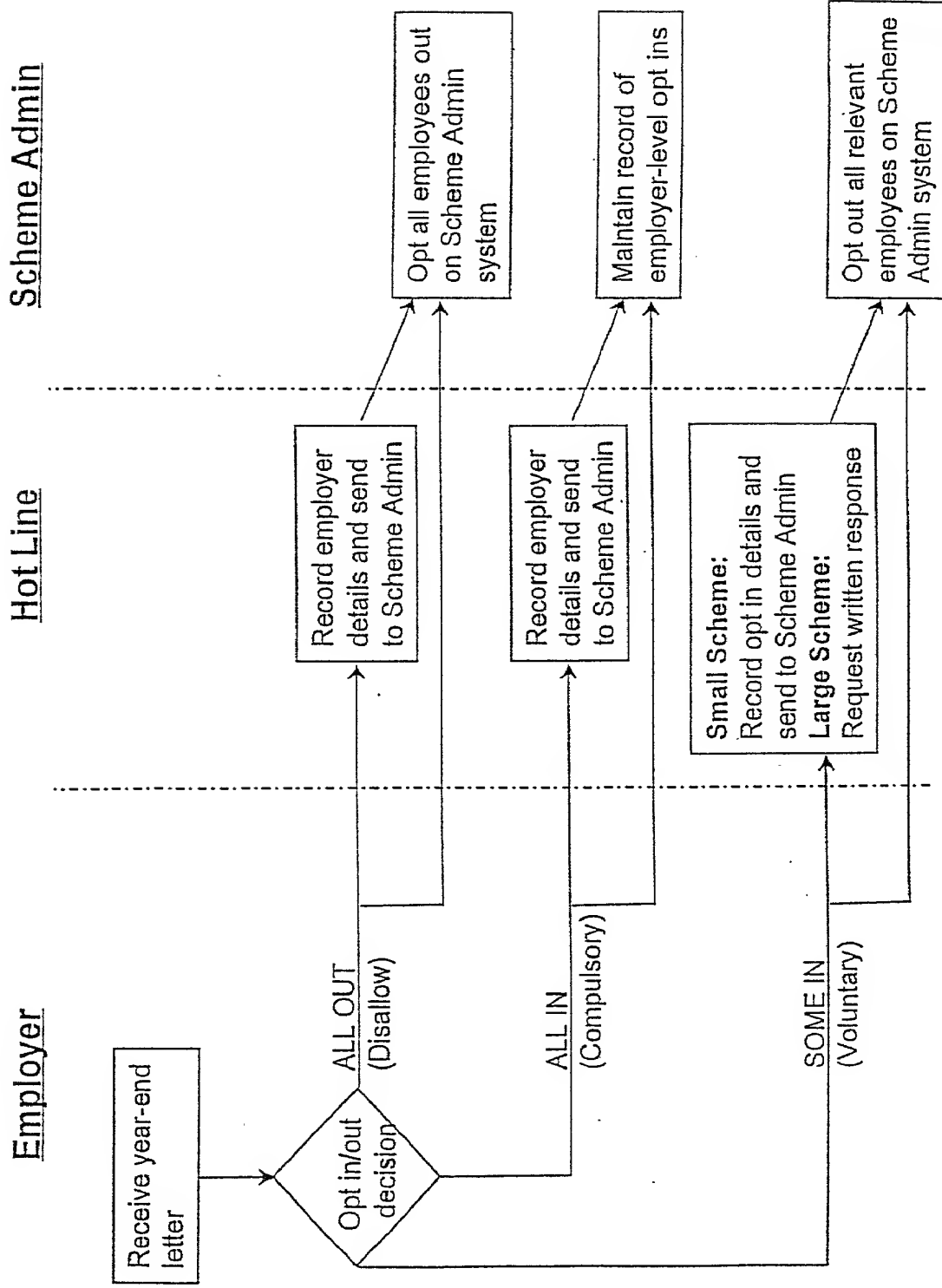
Underwrite and activate employer and employees

From January '98:
Provide new membership list to Hot Line for H&RC and RWFL membership confirmation - weekly**

*Where employer decision is 'Voluntary' either the employer specifies which employees are opted in or the employer allows employees to specify via the member application forms.

**Unless Hot Line has direct access to the Client Services query screens.

EMPLOYER OPT OUT / OPT IN PROCESS

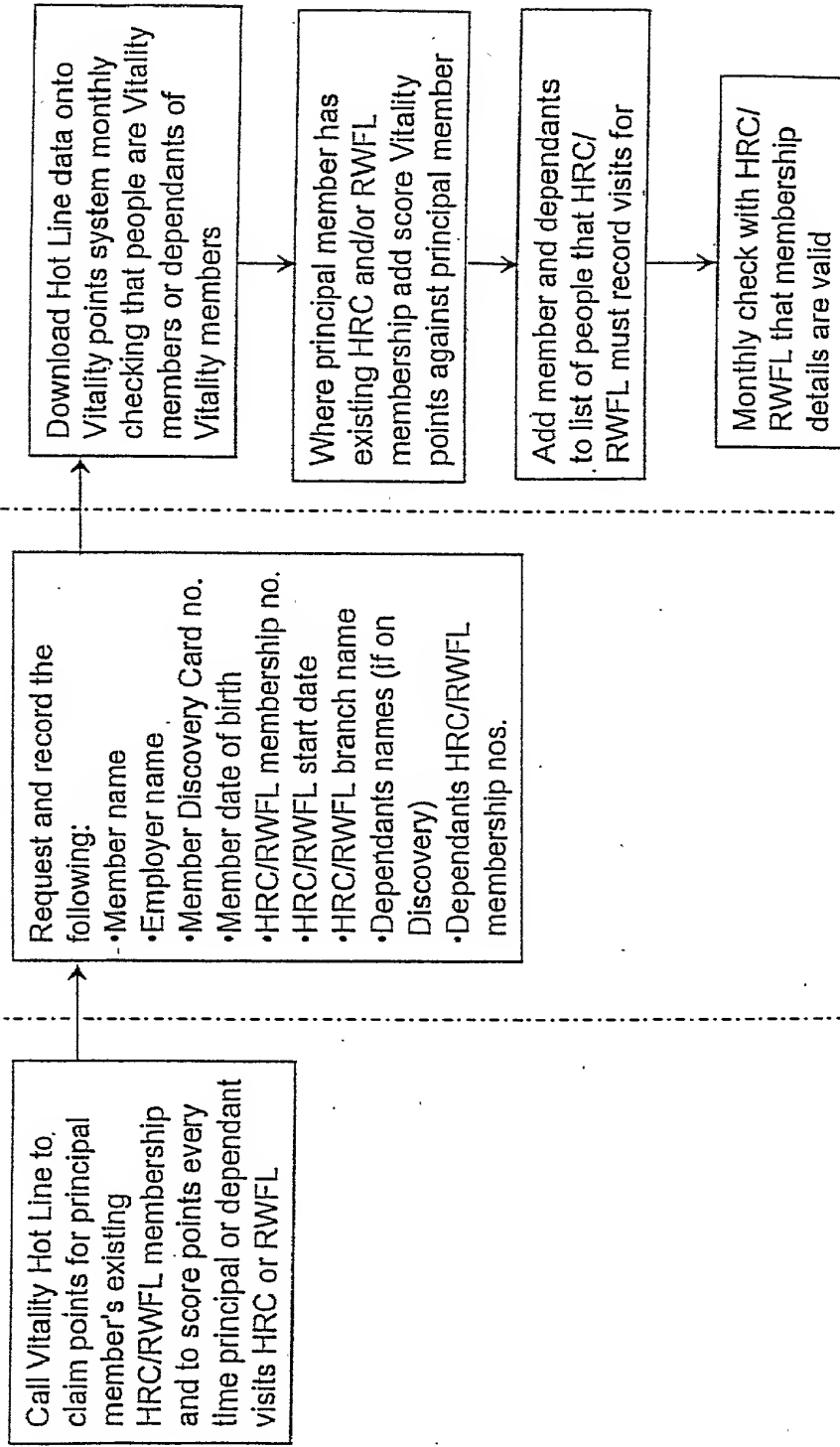


CLAIM VITALITY POINTS FOR EXISTING HRC/RWFL MEMBERSHIP

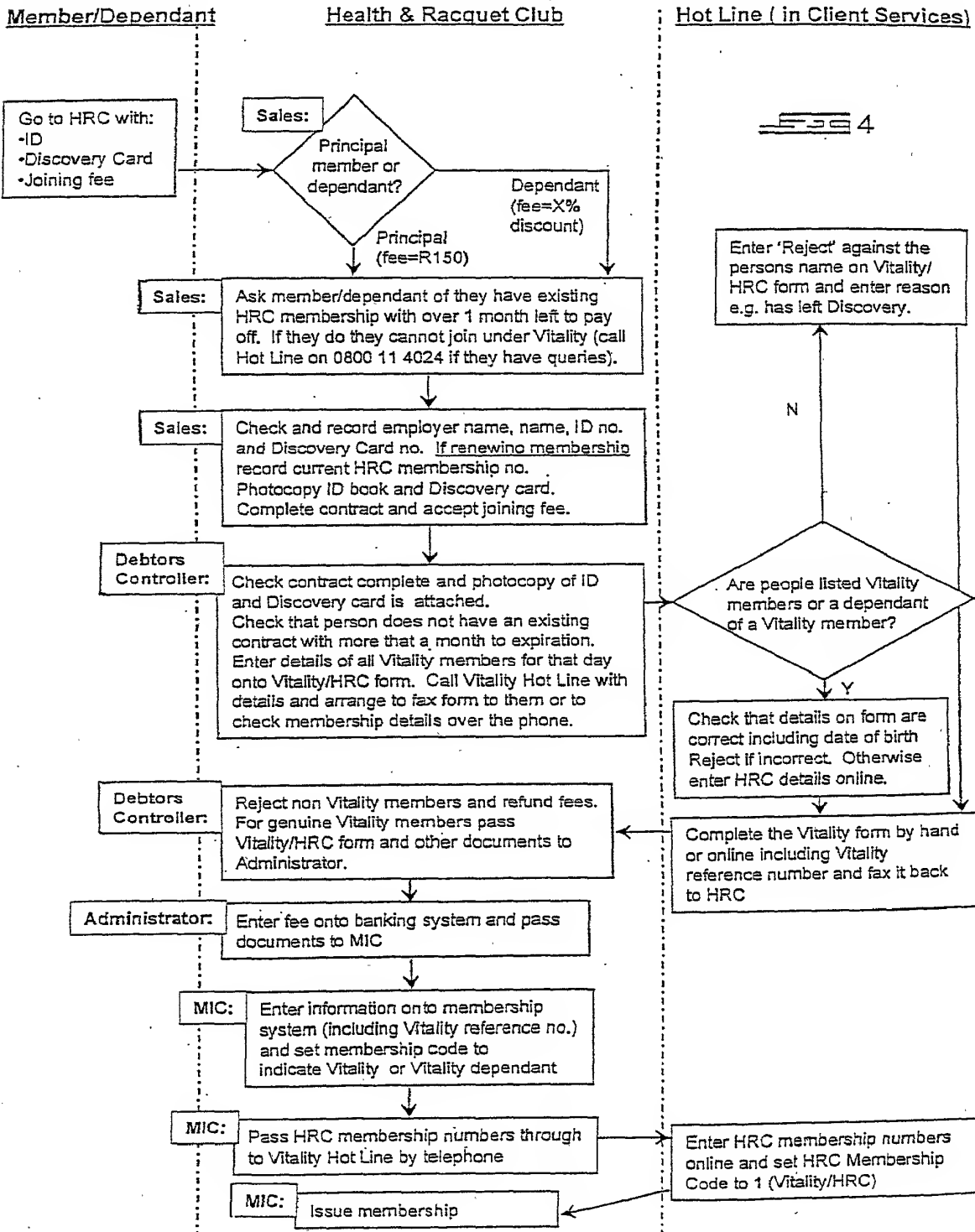
Vitality Member

Hot Line

MH Systems Dept.



VITALITY MEMBER/DEPENDANT JOINS HEALTH & RACQUET CLUB



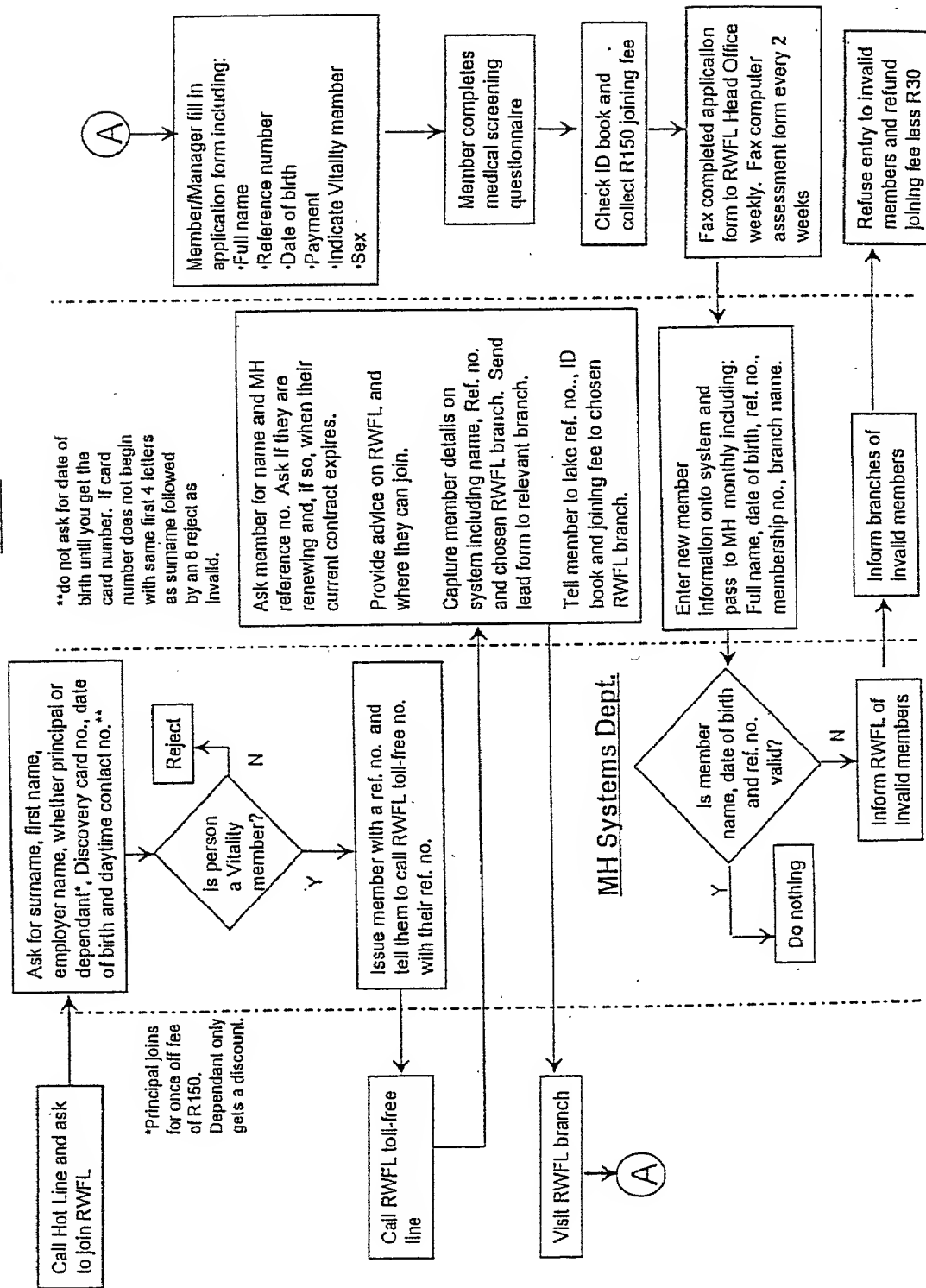
VITALITY MEMBER JOINS RUN / WALK FOR LIFE

Member

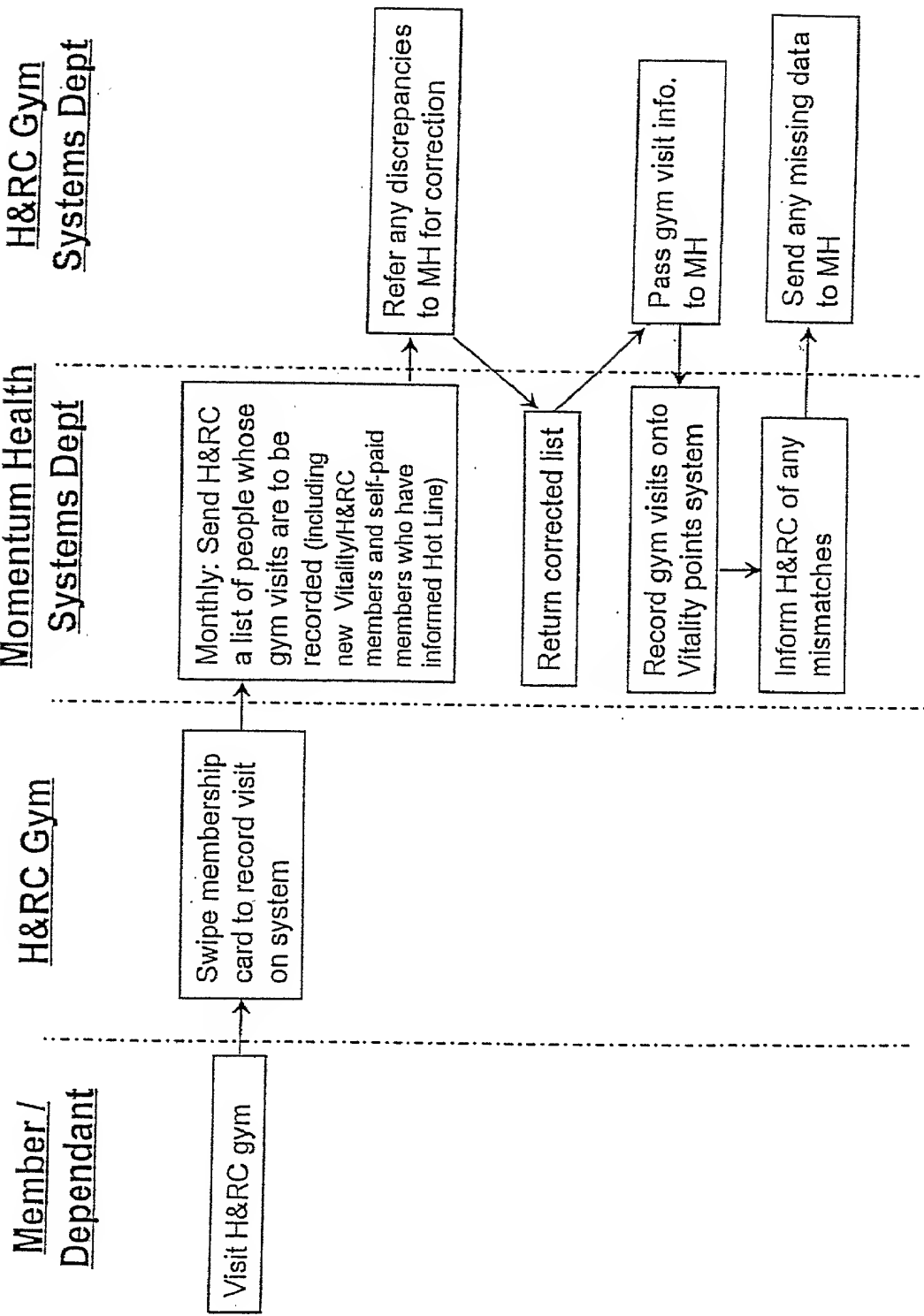
Hot Line

RWFL Head Office

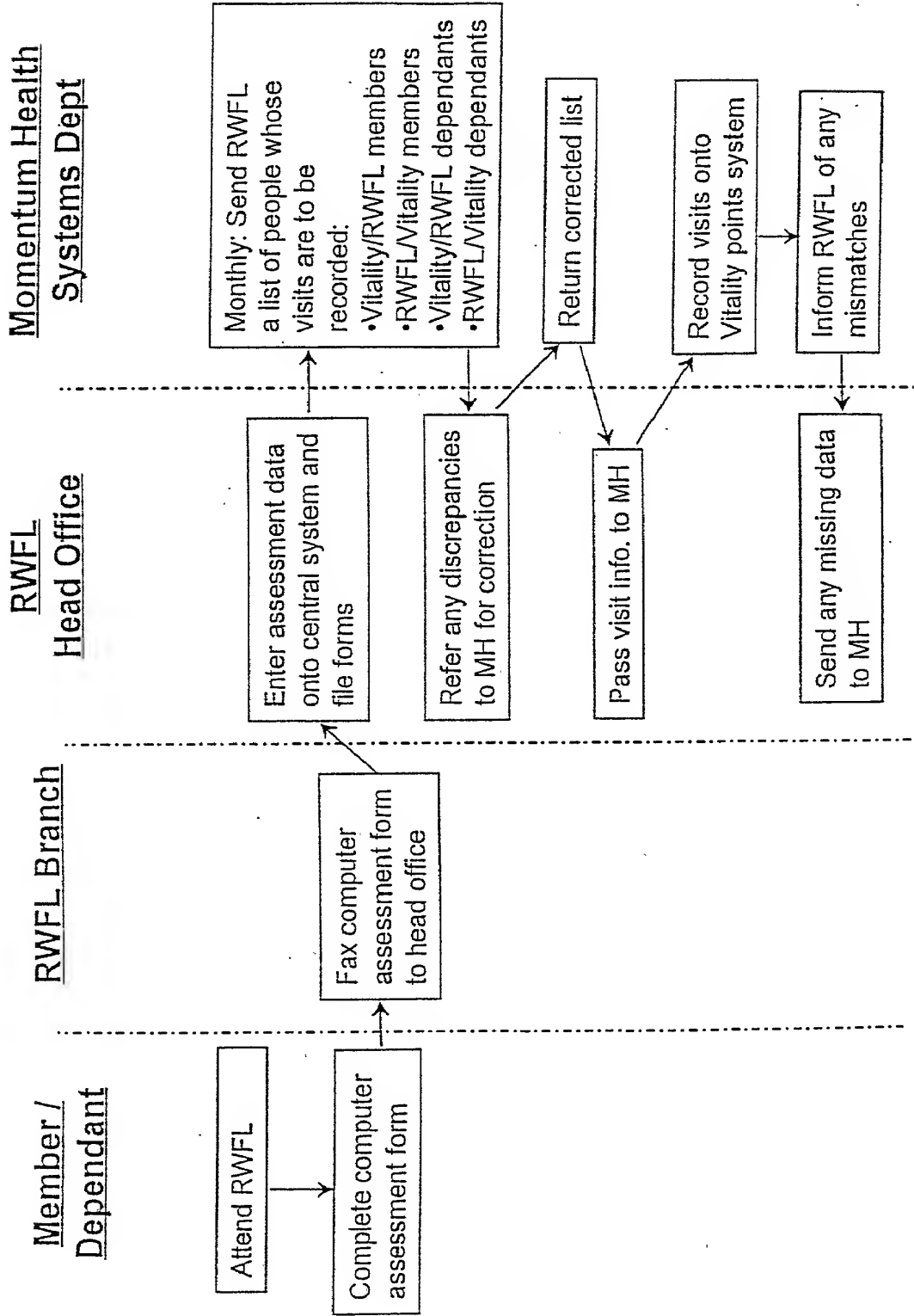
RWFL Branch



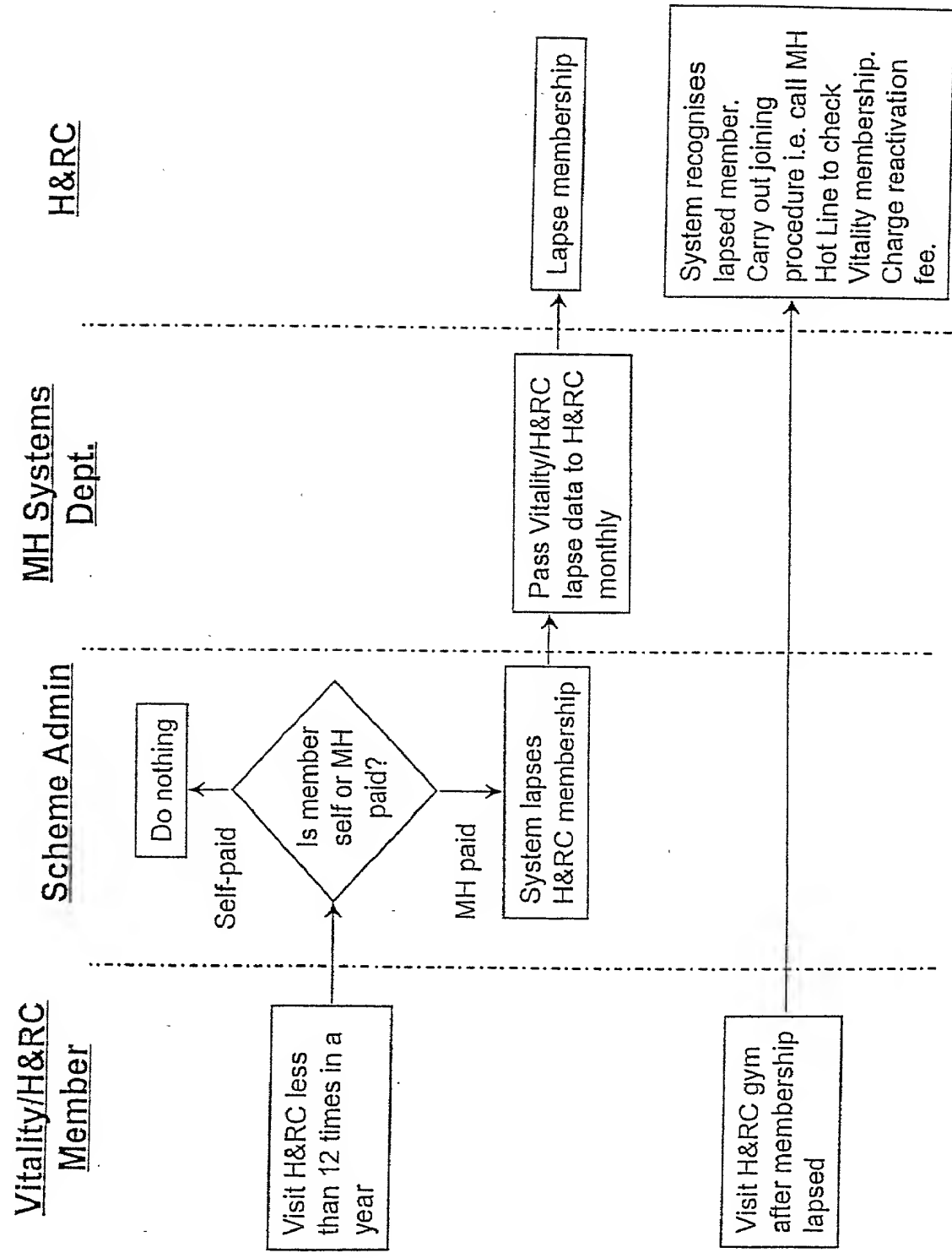
MEMBER / DEPENDANT VISITS HEALTH & RACQUET CLUB



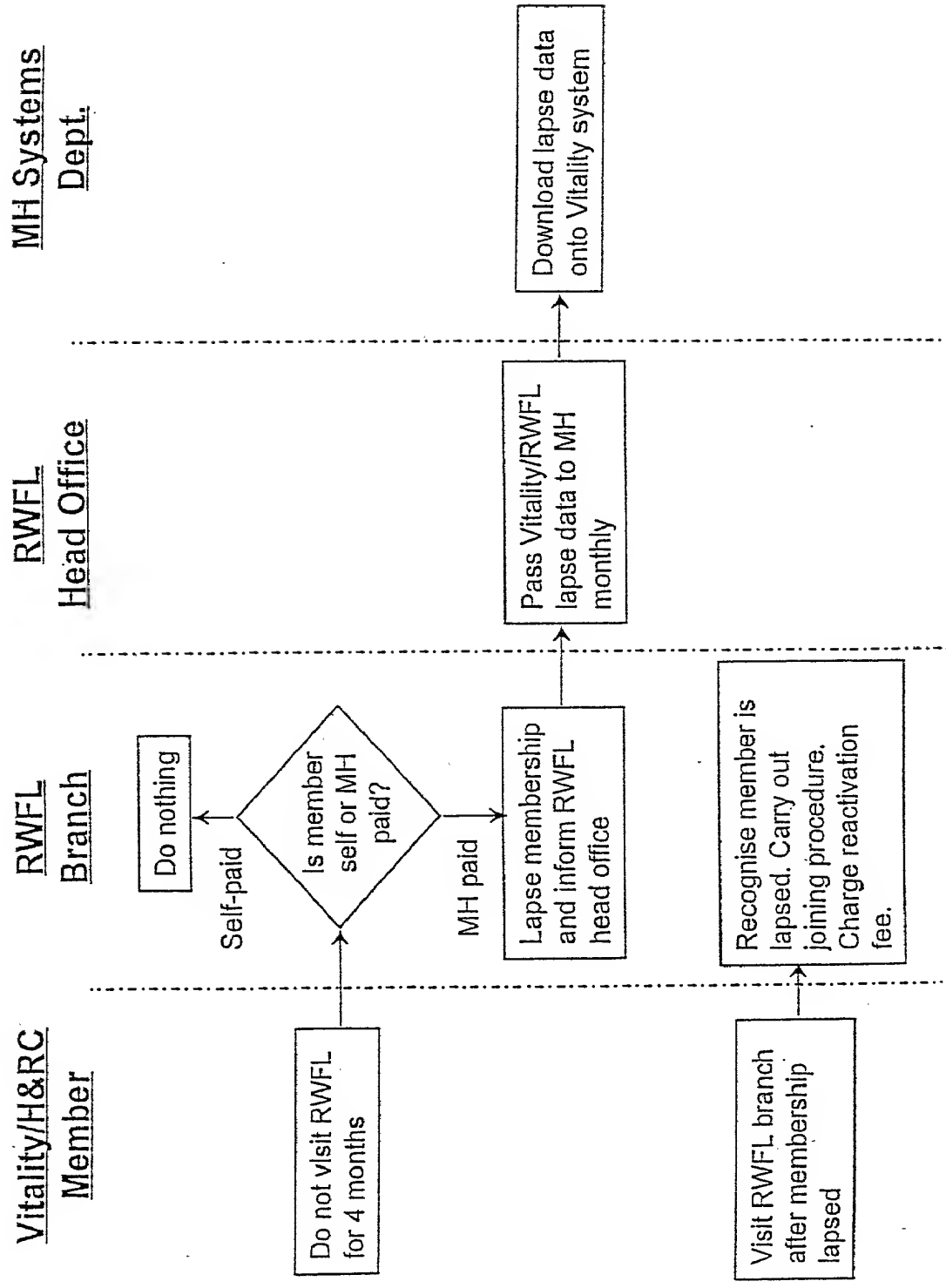
MEMBER / DEPENDANT VISITS RUN / WALK FOR LIFE



LAPSE AND REACTIVATE H&RC MEMBERSHIP



LAPSE AND REACTIVATE RWFL MEMBERSHIP



SCORE VARIOUS VITALITY POINTS

PRE-AUTHORISATION:

Vitality Member

Pre-authorise in hospital
treatment >2 days in
advance

Managed Care

Record pre-authorisation
details: date of call & date
of hospitalisation

MH Systems Dept.

Download pre-authorisation
data and allocate Vitality
points - monthly

CALL DEMAND MGT LINE:

Vitality Member

Call Demand
Management Line

Demand Management Line

Record Discovery card no.,
employer name, date of birth
and date of call

MH Systems Dept.

Download Demand
Management data and
allocate Vitality points -
monthly

UNDERGO TESTS:

Vitality Member

Undergo mammogram
or cholesterol screening
or Hep. B vaccination.
Submit claim.

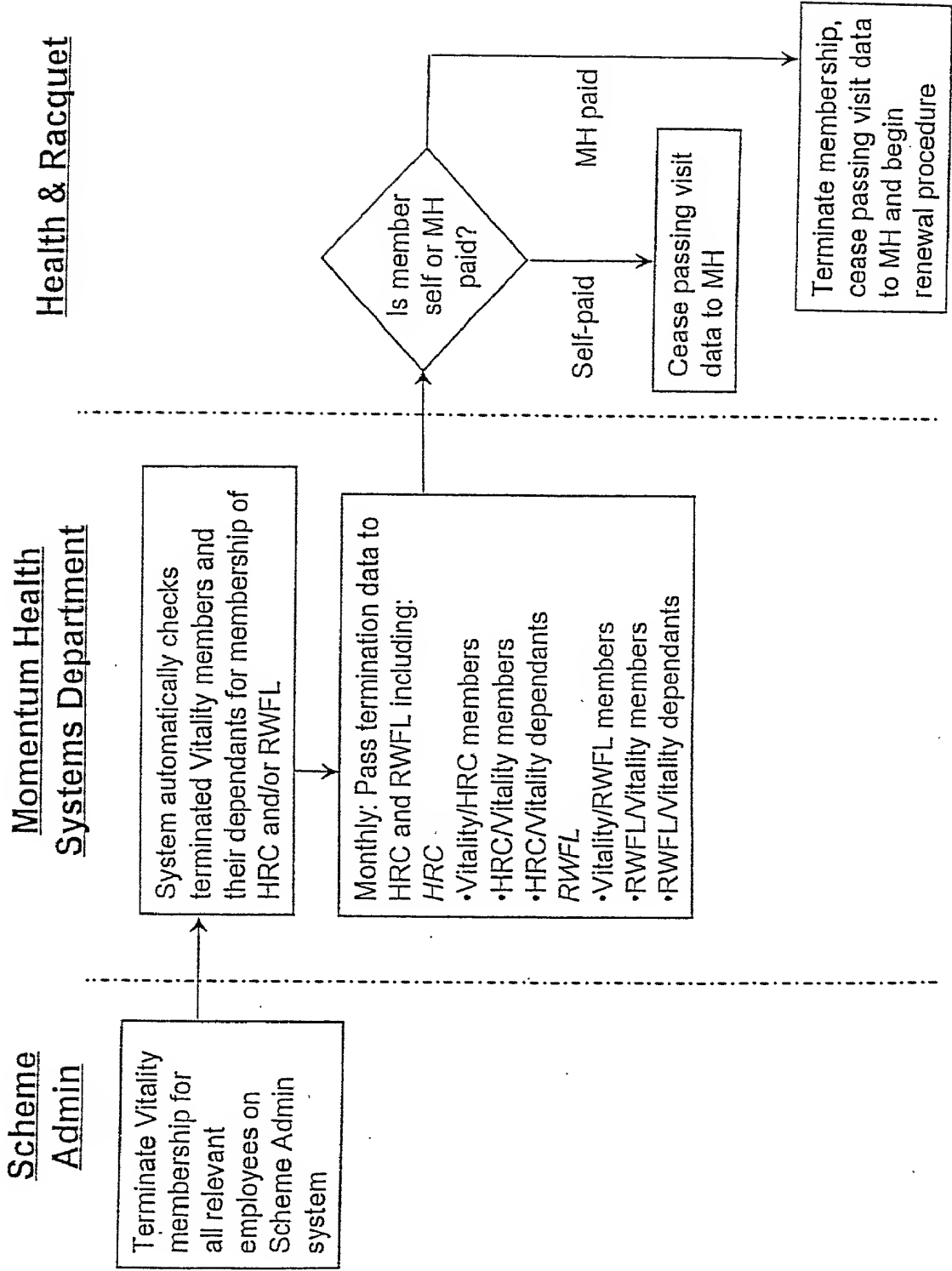
Claims Assessing

Assess claim

MH Systems Dept.

Download claims data and
allocate Vitality points -
monthly

EMPLOYER / EMPLOYEE LEAVES DISCOVERY OR VITALITY



PRINCIPAL MEMBER DIES

